



Module 1

Blue Ribbon Customer Service

Here are a few recommendations for providing the best possible service to your client.

- Greet your client right away and with a smile
- Give the client your undivided attention
- Make the first 30 seconds count
- Be natural, not phony or mechanical
- Be energetic and cordial
- Think! Use your common sense
- Make the last 30 seconds count
- Take good care of yourself